

DISPUTES ELIGIBLE FOR REFUND					
41 Total Disputes of Optional Test charges	48 Total Disputes of Maintenance of Service Charge	3 Total Unknowns	92 TOTAL DISPUTES	43 TOTAL DISPUTES THAT WOULD BE REFUNDED	
23 Total disputes Qwest would refund based on our records	1 Total dispute Qwest would refund because of unknown data	13 Total disputes Qwest would refund based on our records	3 Total disputes Qwest would refund because of unknown data	3 Total disputes that would be refunded based on unknowns and it is not known at this time if the charge is for Maintenance of Service Charge or Optional Test	

**DISPUTES ELIGIBLE FOR REFUND BY MONTH, STATE & REASON CODE**

Number of Eschelon trouble tickets closed for all rhundled Con Products (MB-8)

		<b>% of Total Tickets Eligible for Refund</b>	
		April	May
State		April	May
AZ	77	83	
CO	45	79	
MIN	79	53	
OR	58	58	
UT	86	73	
WA	46	67	
<b>TOTAL:</b>	<b>391</b>	<b>413</b>	
			<b>5.35%</b>

## Reasons For Refunding Charges

Reason Code	Description
1	Optional Testing - Test Results Given by Eschelon; Optional Test NOT Authorized by Eschelon
2	Optional Testing - Circuit is on pair gain; Optional Test should not be billed
3	Maintenance of Service Charge - Trouble was in Qwest's network; charges applied inappropriately
4	Maintenance of Service Charge - Trouble was found in the Qwest network on a subsequent trouble report. However, the subsequent trouble report was more than two weeks (and less than 30 days) after the initial trouble report. Process is to resolve these using the billing dispute process.
5	Optional Testing - No Test results given by Eschelon; Optional Test NOT Authorized by Eschelon. Qwest tech should have contacted Eschelon for test results OR authorization for Optional Test
6	Maintenance of Service Charge - Network shows no charges for this ticket.
7	Maintenance of Service Charge - Trouble was found in the Qwest network on a subsequent trouble report. The latter trouble report was less than two weeks after the initial trouble report. Charges should not have been sent to billing
8	Maintenance of Service Charge - Eschelon cancelled ticket prior to Dispatch Out
9	Maintenance of Service Charge - Dispatch Out not authorized
10	Optional Testing - Test results from Eschelon were not required. Ticket was for tagging at the Demarcation Point
11	Optional Testing - Test results given by Eschelon AND Optional Test was Authorized by Eschelon